

900 Elm Street, Suite 1927 Manchester, NH 03101-2008 Phone (603) 645-2300 Fax (603) 647-0648

Lisa Thorne Vice President - NH

May 10, 2006

Ms. Debra A. Howland Executive Director & Secretary New Hampshire Public Utilities Commission 21 South Fruit Street Concord, New Hampshire 03301

Re: Update - DT 04-019 Service Quality Status Conference - Verizon Customer Surveys for NH 01

Dear Ms. Howland:

Verizon initially filed the attached data as proprietary. Verizon has since reviewed the data and determined that the data is not proprietary and is resubmitting the files for your review.

At the conclusion of the April 3, 2006 status conference on Verizon NH's customer satisfaction surveys, Staff asked if New Hampshire-specific data were available. In response to Staff's request, enclosed is a CD with three relevant files. The master file ("NH Satisfaction master.xls") contains all of the survey responses for Consumer and Business provisioning and repair from 2003 through 2005. This is the most meaningful set of information, as it contains data points for each of the four surveys.

Also enclosed are files sorting the premises versus non-premises visit data ("NH Satisfaction Quarterly Prem.xls" and "NH Satisfaction Quarterly Non-prem.xls"), as requested by the OCA. Monthly sample sizes in certain cases, however, are so small that the monthly results are not generally meaningful. For instance, in Consumer Provisioning the monthly sample for New Hampshire is 50. Approximately 80 percent of these samples are non-premises, meaning that roughly 10 of the 50 customers said they had a technician visit. If monthly results drop from 9/10 to 7/10 satisfied or better, representing a decline of 20 points, one cannot reliably determine whether service has truly declined or whether the change is simply a reflection of random sampling variation. Statistically, the difference in results is not significant. Yet, one might draw a different conclusion if not familiar with sampling variation. For this reason, Verizon NH has provided the premises versus non-premises break out on a quarterly basis, which tends to smooth the sampling variation resulting from small sample sizes.

Verizon NH would be happy to arrange a conference call with Mr. Michael Fernandez should Staff and the OCA have further questions on the information presented in these files.

Please acknowledge receipt of this letter and its enclosures by signing or stamping and dating the receipt copy of this letter.

Sincerely,

Lisa M. Thorne

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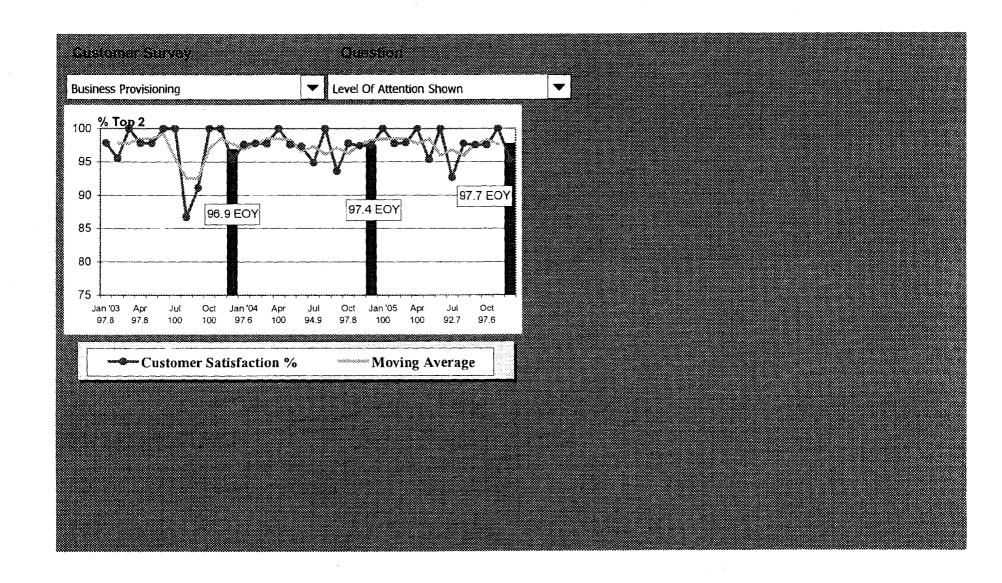
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Lisa M. Thorne

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Timo	7 6							0 0		9 6			27.5	6 8													7 9	787			8							88		æ
Competing Daylors When Darming 77 B	77.0.7	70.0	95.1	5 8	78.2	2 6	0.00		9.00		91.5	86.7	2 9	3 8	84.5	88.7	8 2	9 5	83.7	97.9	100	688	8		915	93.3	918	88 9	9 87.2	2 95.9	97	9 91.7	7 940	0 91.7	83.3	606	86.7	91.8	85.4	8
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Ouestions With Small Sample Sizes												_		2235														2000												
Website Providing Instruction (Add 1/04)												_	161	777			100.0								_	0.0	20.0	File										000		100.0
Time to Report Prob Online (Add 1/04)												_		800			8	0							_		20.0											100.0		₹.
Ease to Report Prob Online (Add 1/04)												_		000			9	0							_		20.0	3.0										000	_	<u>ŏ</u>
Website Provide Information (Add 1/04)														80			90.										20.05											100.0		ಶ ≀
Ease of Reaching Repair/Automated System													0.0	180	0 100.0	0	9	0.0	1000	1000	_		100.0	0.	2		- 'A	3	0.00	9.0	0.00	600.0	0.001 6	90.0	100.0	808	3 6	0.0	50.0	\$ 6
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Explaning What Was Done to Fix Problem 100.0	000				1000	100.0 100.0						10001	100.0	200		100.0	0						6	0.0	₽		0.00					8	o.		90.0				_	8
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NEW HAMPSHIRE CCI RESULTS - BUSINESS PROVISIONING & REPAIR

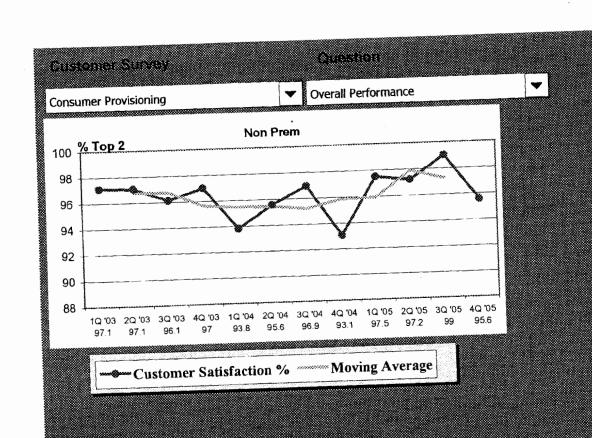


NEW HAMPSHIRE CCI NON-PREM RESULTS - CONSUMER PROVISIONING & REPAIR

						6.252					2502.00				
l	Consumer - Provisioning	1Q	2Q	3Q	4Q		1Q	2Q	3Q	4Q		1Q	2Q	3Q	4Q
Q5.1	Overall Performance	97.1	97.1	96.1	97.0	11.94	93.8	95.6	96.9	93.1		97.5	97.2	99.0	95.6
Q2.2	Promptly Answering Your Call	100.0	99.0	94.9	97.8		97.0	98.1	98.9	98.9		97.3	96.7	96.7	98.0
Q2.3	Convenient Hours To Call	99.0	99.0	99.0	95.5		95.8	96.2	95.6	96.8		94.5	95.5	97.8	96.0
Q2.4	Ease Of Reaching Representative	97.0	98.0	89.9	90.2		92.0	97.2	93.4	91.4		94.5	89.0	95.7	96.0
Q2.5	Being Attentive To Your Needs	100.0	97.0	97.0	98.9		98.0	100.0	100.0	95.8		100.0	97.1	95.8	99.1
Q2.6	Knowledge Of Products/Services	100.0	97.0	96.8	100.0		100.0	98.1	100.0	96.8		100.0	98.0	96.7	100.0
Q2.7	Suggesting Svcs/Options To Meet Needs	99.0	93.7	98.9	97.7		96.8	99.0	100.0	96.7	,	98.1	96.0	98.9	99.0
Q2.8	Handling Call Efficiently	99.0	99.0	96.0	100.0		98.0	98.1	97.8	98.9		100.0	98.1	96.9	99.1
Q2.10	Courtesy of the Representative	100.0	100.0	100.0	98.9		100.0	100.0	100.0	98.9		100.0	98.0	97.9	100.0
	Commitment That Met Needs (Eff 1/02)	98.0	98.0	96.0	94.8		92.8	94.4	95.8	95.8		94.6	97.3	94.8	97.5
Q4.1	Completed By Date Promised	96.1	97.8	94.8	93.8		92.8	96.1	96.7	95.7		97.7	94.5	94.8	94.7
Q4.3	Work Done Correctly 1st Time	94.7	93.5	93.6	93.8		93.1	91.5	94.3	90.4		95.4	92.7	92.6	92.5
Q4.5	Providing Clear Instructions	95.7	94.3	96.5	98.9		92.9	94.8	93.7	95.7		96.1	95.6	96.5	96.8
1					Ì										
l	Questions With Small Sample Sizes				l										į
Q2.11	Website providing needed info(eff 8/03)			100.0	100.0		93.3	100.0	100.0	87.5		100.0	0.08	87.5	100.0
Q2.12	Ease of placing order thru web(eff 8/03)			50.0	100.0		86.7	83.3	100.0	87.5		100.0	80.0	87.5	100.0
Q2.13	Time took to place web order (eff 8/03)			50.0	100.0	¥.	86.7	100.0	100.0	87.5		100.0	100.0	75.0	100.0
	Kept Infrmd Rqst (w/o Tech) (Del 1/05)	50.0	77.8	63.6	60.0		46.7	66.7	60.0	70.0					1
Q4.4	Resolving Problems Quickly (Del 1/04)	80.0	80.0	50.0	33.3	30									
												22-4	10.00		
		10	20	30	40								20	3∩	40
	Consumer Repair	1Q 72.5	2Q 65.6	3Q 69.8	4Q 60.5		1Q	2Q	3Q	4Q		1Q	2Q 83.8	3Q 75.0	4Q 77.3
Q5.1	Consumer Repair Overall Performance	72.5	65.6	69.8	60.5		1Q 65.1	2Q 80.0	3Q 82.8	4Q 71.1		1Q 75.6	83.8	75.0	77.3
Q5.1 Q2.2.1	Consumer Repair Overall Performance Ease of Reaching Verizon Rep	72.5 87.2	65.6 81.3	69.8 63.9	60.5 63.3		1Q 65.1 51.7	2Q 80.0 75.9	3Q 82.8 68.4	4Q 71.1 77.8		1Q 75.6 72.4	83.8 85.7	75.0 70.0	77.3 72.0
Q5.1 Q2.2.1 Q2.6	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call	72.5 87.2 94.9	65.6 81.3 90.3	69.8 63.9 91.7	60.5 63.3 86.7		1Q 65.1	2Q 80.0	3Q 82.8	4Q 71.1		1Q 75.6	83.8	75.0	77.3
Q5.1 Q2.2.1 Q2.6 Q4.0	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02)	72.5 87.2 94.9 75.0	65.6 81.3 90.3 71.4	69.8 63.9 91.7 80.6	60.5 63.3 86.7 52.8		1Q 65.1 51.7	2Q 80.0 75.9	3Q 82.8 68.4	4Q 71.1 77.8		1Q 75.6 72.4	83.8 85.7	75.0 70.0	77.3 72.0
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02)	72.5 87.2 94.9 75.0 68.4	65.6 81.3 90.3	69.8 63.9 91.7	60.5 63.3 86.7		1Q 65.1 51.7 89.7	2Q 80.0 75.9 96.8	3Q 82.8 68.4 85.0	4Q 71.1 77.8 88.9		1Q 75.6 72.4 92.9	83.8 85.7 95.2	75.0 70.0 90.0	77.3 72.0 88.9
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04)	72.5 87.2 94.9 75.0 68.4	65.6 81.3 90.3 71.4 61.3	69.8 63.9 91.7 80.6 71.4	60.5 63.3 86.7 52.8 58.5		1Q 65.1 51.7 89.7	2Q 80.0 75.9 96.8	3Q 82.8 68.4 85.0	4Q 71.1 77.8 88.9 67.9		1Q 75.6 72.4 92.9	83.8 85.7 95.2	75.0 70.0 90.0	77.3 72.0 88.9 66.7
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress	72.5 87.2 94.9 75.0 68.4	65.6 81.3 90.3 71.4 61.3	69.8 63.9 91.7 80.6 71.4	60.5 63.3 86.7 52.8 58.5		1Q 65.1 51.7 89.7 56.8 48.6	2Q 80.0 75.9 96.8 64.7 70.6	3Q 82.8 68.4 85.0 59.3 71.4	4Q 71.1 77.8 88.9 67.9 58.3		1Q 75.6 72.4 92.9 76.5 64.9	83.8 85.7 95.2 72.7 65.5	75.0 70.0 90.0 69.2 56.5	77.3 72.0 88.9 66.7 66.7
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem	72.5 87.2 94.9 75.0 68.4)	65.6 81.3 90.3 71.4 61.3 48.1 66.7	69.8 63.9 91.7 80.6 71.4 69.4 77.5	60.5 63.3 86.7 52.8 58.5 52.5 56.1		1Q 65.1 51.7 89.7	2Q 80.0 75.9 96.8	3Q 82.8 68.4 85.0 59.3 71.4 79.3	4Q 71.1 77.8 88.9 67.9 58.3 77.8		1Q 75.6 72.4 92.9	83.8 85.7 95.2	75.0 70.0 90.0 69.2 56.5 76.7	77.3 72.0 88.9 66.7 66.7 65.1
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress	72.5 87.2 94.9 75.0 68.4	65.6 81.3 90.3 71.4 61.3	69.8 63.9 91.7 80.6 71.4	60.5 63.3 86.7 52.8 58.5		1Q 65.1 51.7 89.7 56.8 48.6 66.7	2Q 80.0 75.9 96.8 64.7 70.6 78.9	3Q 82.8 68.4 85.0 59.3 71.4	4Q 71.1 77.8 88.9 67.9 58.3		1Q 75.6 72.4 92.9 76.5 64.9 85.0	83.8 85.7 95.2 72.7 65.5 83.3	75.0 70.0 90.0 69.2 56.5	77.3 72.0 88.9 66.7 66.7
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1 Q4.2 Q4.3	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time	72.5 87.2 94.9 75.0 68.4 76.3 67.6	65.6 81.3 90.3 71.4 61.3 48.1 66.7 76.0	69.8 63.9 91.7 80.6 71.4 69.4 77.5 79.4	60.5 63.3 86.7 52.8 58.5 52.5 56.1 77.5		1Q 65.1 51.7 89.7 56.8 48.6 66.7 80.0	2Q 80.0 75.9 96.8 64.7 70.6 78.9 86.1	3Q 82.8 68.4 85.0 59.3 71.4 79.3 86.2	4Q 71.1 77.8 88.9 67.9 58.3 77.8 82.9		1Q 75.6 72.4 92.9 76.5 64.9 85.0 82.5	83.8 85.7 95.2 72.7 65.5 83.3 91.4	75.0 70.0 90.0 69.2 56.5 76.7 82.1	77.3 72.0 88.9 66.7 66.7 65.1 82.5
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes	72.5 87.2 94.9 75.0 68.4 76.3 67.6	65.6 81.3 90.3 71.4 61.3 48.1 66.7 76.0	69.8 63.9 91.7 80.6 71.4 69.4 77.5 79.4	60.5 63.3 86.7 52.8 58.5 52.5 56.1 77.5		1Q 65.1 51.7 89.7 56.8 48.6 66.7 80.0 74.4	2Q 80.0 75.9 96.8 64.7 70.6 78.9 86.1 94.4	3Q 82.8 68.4 85.0 59.3 71.4 79.3 86.2	4Q 71.1 77.8 88.9 67.9 58.3 77.8 82.9 88.2		1Q 75.6 72.4 92.9 76.5 64.9 85.0 82.5	83.8 85.7 95.2 72.7 65.5 83.3 91.4	75.0 70.0 90.0 69.2 56.5 76.7 82.1 76.9	77.3 72.0 88.9 66.7 66.7 65.1 82.5 73.8
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04)	72.5 87.2 94.9 75.0 68.4 76.3 67.6	65.6 81.3 90.3 71.4 61.3 48.1 66.7 76.0	69.8 63.9 91.7 80.6 71.4 69.4 77.5 79.4	60.5 63.3 86.7 52.8 58.5 52.5 56.1 77.5		1Q 65.1 51.7 89.7 56.8 48.6 66.7 80.0 74.4	2Q 80.0 75.9 96.8 64.7 70.6 78.9 86.1 94.4	3Q 82.8 68.4 85.0 59.3 71.4 79.3 86.2	4Q 71.1 77.8 88.9 67.9 58.3 77.8 82.9 88.2		1Q 75.6 72.4 92.9 76.5 64.9 85.0 82.5	83.8 85.7 95.2 72.7 65.5 83.3 91.4	75.0 70.0 90.0 69.2 56.5 76.7 82.1 76.9	77.3 72.0 88.9 66.7 66.7 65.1 82.5 73.8
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04)	72.5 87.2 94.9 75.0 68.4 76.3 67.6	65.6 81.3 90.3 71.4 61.3 48.1 66.7 76.0	69.8 63.9 91.7 80.6 71.4 69.4 77.5 79.4	60.5 63.3 86.7 52.8 58.5 52.5 56.1 77.5		1Q 65.1 51.7 89.7 56.8 48.6 66.7 80.0 74.4	2Q 80.0 75.9 96.8 64.7 70.6 78.9 86.1 94.4	3Q 82.8 68.4 85.0 59.3 71.4 79.3 86.2	4Q 71.1 77.8 88.9 67.9 58.3 77.8 82.9 88.2 50.0 100.0		1Q 75.6 72.4 92.9 76.5 64.9 85.0 82.5	83.8 85.7 95.2 72.7 65.5 83.3 91.4	75.0 70.0 90.0 69.2 56.5 76.7 82.1 76.9	77.3 72.0 88.9 66.7 66.7 65.1 82.5 73.8
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4 Q1.4 Q1.5 Q1.6	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04) Ease to Report Prob Online (Add 1/04)	72.5 87.2 94.9 75.0 68.4 76.3 67.6	65.6 81.3 90.3 71.4 61.3 48.1 66.7 76.0	69.8 63.9 91.7 80.6 71.4 69.4 77.5 79.4	60.5 63.3 86.7 52.8 58.5 52.5 56.1 77.5		1Q 65.1 51.7 89.7 56.8 48.6 66.7 80.0 74.4 100.0 100.0	2Q 80.0 75.9 96.8 64.7 70.6 78.9 86.1 94.4 100.0	3Q 82.8 68.4 85.0 59.3 71.4 79.3 86.2	4Q 71.1 77.8 88.9 67.9 58.3 77.8 82.9 88.2 50.0 100.0 100.0		1Q 75.6 72.4 92.9 76.5 64.9 85.0 82.5	83.8 85.7 95.2 72.7 65.5 83.3 91.4	75.0 70.0 90.0 69.2 56.5 76.7 82.1 76.9	77.3 72.0 88.9 66.7 66.7 65.1 82.5 73.8
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4 Q1.4 Q1.5 Q1.6 Q1.7	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04) Ease to Report Prob Online (Add 1/04) Website Provide Information (Add 1/04)	72.5 87.2 94.9 75.0 68.4 76.3 67.6 72.2	65.6 81.3 90.3 71.4 61.3 48.1 66.7 76.0	69.8 63.9 91.7 80.6 71.4 69.4 77.5 79.4 82.4	60.5 63.3 86.7 52.8 58.5 52.5 56.1 77.5 74.4		1Q 65.1 51.7 89.7 56.8 48.6 66.7 80.0 74.4 100.0 100.0 100.0	2Q 80.0 75.9 96.8 64.7 70.6 78.9 86.1 94.4 100.0 100.0	3Q 82.8 68.4 85.0 59.3 71.4 79.3 86.2 88.9	4Q 71.1 77.8 88.9 67.9 58.3 77.8 82.9 88.2 50.0 100.0 100.0		1Q 75.6 72.4 92.9 76.5 64.9 85.0 82.5 78.9	83.8 85.7 95.2 72.7 65.5 83.3 91.4 90.6	75.0 70.0 90.0 69.2 56.5 76.7 82.1 76.9 100.0 100.0 100.0	77.3 72.0 88.9 66.7 66.7 65.1 82.5 73.8 100.0 100.0 100.0
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4 Q1.5 Q1.6 Q1.7 Q2.3	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04) Ease to Report Prob Online (Add 1/04) Website Provide Infomation (Add 1/04) Ease of Reaching Repair/Automated System	72.5 87.2 94.9 75.0 68.4 76.3 67.6 72.2	65.6 81.3 90.3 71.4 61.3 48.1 66.7 76.0	69.8 63.9 91.7 80.6 71.4 69.4 77.5 79.4 82.4	60.5 63.3 86.7 52.8 58.5 52.5 56.1 77.5 74.4		1Q 65.1 51.7 89.7 56.8 48.6 66.7 80.0 74.4 100.0 100.0 100.0 66.7	2Q 80.0 75.9 96.8 64.7 70.6 78.9 86.1 94.4 100.0 100.0 100.0	3Q 82.8 68.4 85.0 59.3 71.4 79.3 86.2 88.9	4Q 71.1 77.8 88.9 67.9 58.3 77.8 82.9 88.2 50.0 100.0 100.0 100.0 66.7		1Q 75.6 72.4 92.9 76.5 64.9 85.0 82.5 78.9	83.8 85.7 95.2 72.7 65.5 83.3 91.4 90.6	75.0 70.0 90.0 69.2 56.5 76.7 82.1 76.9 100.0 100.0 100.0 54.5	77.3 72.0 88.9 66.7 66.7 65.1 82.5 73.8 100.0 100.0 100.0 100.0 85.7
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4 Q1.5 Q1.6 Q1.7 Q2.3 Q2.5	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04) Ease to Report Prob Online (Add 1/04) Website Provide Infomation (Add 1/04) Ease of Reaching Repair/Automated System	72.5 87.2 94.9 75.0 68.4 76.3 67.6 72.2	65.6 81.3 90.3 71.4 61.3 48.1 66.7 76.0 74.1	69.8 63.9 91.7 80.6 71.4 69.4 77.5 79.4 82.4	60.5 63.3 86.7 52.8 58.5 52.5 56.1 77.5 74.4		1Q 65.1 51.7 89.7 56.8 48.6 66.7 80.0 74.4 100.0 100.0 100.0 100.0 66.7 58.3	2Q 80.0 75.9 96.8 64.7 70.6 78.9 86.1 94.4 100.0 100.0 100.0 100.0 100.0	3Q 82.8 68.4 85.0 59.3 71.4 79.3 86.2 88.9 77.8	4Q 71.1 77.8 88.9 67.9 58.3 77.8 82.9 88.2 50.0 100.0 100.0 100.0 66.7 55.6		1Q 75.6 72.4 92.9 76.5 64.9 85.0 82.5 78.9	83.8 85.7 95.2 72.7 65.5 83.3 91.4 90.6	75.0 70.0 90.0 69.2 56.5 76.7 82.1 76.9 100.0 100.0 100.0 54.5 45.5	77.3 72.0 88.9 66.7 66.7 65.1 82.5 73.8 100.0 100.0 100.0 100.0 85.7 57.1
Q5.1 Q2.2.1 Q2.6 Q4.0 Q4.0.2 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4 Q1.5 Q1.6 Q1.7 Q2.3 Q2.5 Q2.10	Consumer Repair Overall Performance Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Priority Of Scheduling Work (Eff 1/02) Time Frame That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04) Ease to Report Prob Online (Add 1/04) Website Provide Infomation (Add 1/04) Ease of Reaching Repair/Automated System	72.5 87.2 94.9 75.0 68.4 76.3 67.6 72.2	65.6 81.3 90.3 71.4 61.3 48.1 66.7 76.0	69.8 63.9 91.7 80.6 71.4 69.4 77.5 79.4 82.4	60.5 63.3 86.7 52.8 58.5 52.5 56.1 77.5 74.4		1Q 65.1 51.7 89.7 56.8 48.6 66.7 80.0 74.4 100.0 100.0 100.0 66.7	2Q 80.0 75.9 96.8 64.7 70.6 78.9 86.1 94.4 100.0 100.0 100.0 100.0 100.0	3Q 82.8 68.4 85.0 59.3 71.4 79.3 86.2 88.9	4Q 71.1 77.8 88.9 67.9 58.3 77.8 82.9 88.2 50.0 100.0 100.0 100.0 66.7		1Q 75.6 72.4 92.9 76.5 64.9 85.0 82.5 78.9	83.8 85.7 95.2 72.7 65.5 83.3 91.4 90.6	75.0 70.0 90.0 69.2 56.5 76.7 82.1 76.9 100.0 100.0 100.0 54.5 45.5	77.3 72.0 88.9 66.7 66.7 65.1 82.5 73.8 100.0 100.0 100.0 100.0 85.7

NEW HAMPSHIRE NON-PREM CCI RESULTS - BUSINESS PROVISIONING & REPAIR

					1 o 8 000								
	Business - Provisioning	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Q5.1	Overall Performance	94.3	95.1	94.0	97.6	95.1	90.9	95.0	98.6	94.5	100.0	95.2	95.7
Q2.2	Promptly Answering Your Call	95.3	97.5	97.0	96.3	93.8	96.9	98.8	98.6	94.4	97.1	91.9	91.4
Q2.3	Ease Of Reaching Representative	95.3	88.9	91.0	94.0	88.9	95.4	92.5	98.5	88.9	91.4	88.7	84.3
Q2.4	Level Of Attention Shown	97.7	97.5	94.0	98.8	98.8	100.0	97.5	98.6	97.3	100.0	98.4	97.1
Q2.5	Knowledge Of Products/Services	100.0	97.3	98.4	100.0	96.3	98.2	98.7	100.0	98.6	100.0	96.7	94.1
Q2.6	Suggesting Svcs/Options To Meet Needs	97.4	98.4	100.0	97.1	100.0	98.1	98.6	98.4	95.4	95.6	94.8	96.9
Q4.0.1	Commitment That Met Needs (Eff 1/02)	95.2	96.1	93.5	95.2	94.9	93.5	95.0	98.5	91.8	100.0	94.3	92.3
Q4.1	Completed By Date Promised	91.0	97.3	93.8	93.3	92.0	91.9	93.5	97.0	95.2	100.0	98.0	94.2
Q4.3	Work Done Correctly 1st Time	87.5	92.2	85.7	85.7	90.8	89.7	89.5	93.8	95.6	97.1	94.7	89.7
Q4.5	Providing Clear Instructions	92.5	97.0	98.0	95.3	97.0	95.6	97.1	96.2	100.0	95.0	98.0	93.0
	Questions With Small Sample Sizes												1
Q4.2	Kept Infrmd Rqst (w/o Tech) (Del 1/05)	58,8	40.0	77.8	50.0	37.5	53.8	62.5	66.7				1
Q4.4	Resolving Problems Quickly (Del 1/04)	50.0	33.3	55.6	80.0								
			70 B							70	3		7. 7.
	Business Repair	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Q5.1	Overall Performance	68.3	75.0	78.6	77.3	76.9	87.5	87.5	80.0	71.4	88.0	87.0	90.3
	Explaining Steps to Correct Problem	73.7	84.4	92.6	83.3	95.0	100.0	100.0	94.1	100.0	100.0	100.0	100.0
	Ease of Reaching Verizon Rep	87.8	78.1	85.7	86.4	89.7	84.4	95.7	97.4	78.3	75.0	80.0	66.7
	Helpfulness of Person Who Took Call	85.4	93.8	92.9	88.6	92.1	90.6	100.0	89.7	87.0	100.0	100.0	88.9
	Priority Of Scheduling Work (Eff 1/02)	60.5	80.6	87.5	75.6								
	Commitment That Met Needs (Eff 1/02)	75.6	81.3	81.5	78.6					ı			i
	Convenience of Date/TimeFrame (Add 1/04)					77.1	87.5	82.6	79.3	77.8	77.3	94.7	80.8
Q4.1	Speed in Correcting Problem	64.9	74.2	81.5	70.0	77.8	81.3	91.7	74.4	64.3	84.0	87.0	75.9
	Keeping Informed of Progress	51.3	64.5	70.8	56.8	57.1	66.7	80.0	67.7	75.0	87.5	75.0	74.1
	Fixing Problem Correctly the First Time	67.5	70.0	85.7	78.0	81.8	85.7	83.3	86.8	65.4	91.3	85.0	93.1
Q4.5	Correcting Problem When Promised	62.2	76.7	88.5	82.9	77.1	82.8	95.8	86.5	75.0	95.8	90.0	82.8
l	Questions With Small Sample Sizes												- 1
Q1.4	Website Providing Instruction (Add 1/04)												j
Q1.5	Time to Report Prob Online (Add 1/04)												1
Q1.6	Ease to Report Prob Online (Add 1/04)	}											
Q1.7	Website Provide Infomation (Add 1/04)												
Q2.3	Ease of Reaching Repair/Automated System							100.0		100.0	90.9	87.5	75.0
Q2.5	Ease of Using Automated System	05.6	20.6	0.0		}		100.0		80.0	83.3	100.0	75.0
Q4.4	Resolving Mistakes Quickly	25.0	22.2	0.0	28.6								



NEW HAMPSHIRE CCI PREM RESULTS - CONSUMER PROVISIONING & REPAIR

1											20				
	Consumer - Provisioning	1Q	2Q	3Q	4Q	Ž.	1Q	2Q	3Q	4Q		1Q	2Q	3Q	4Q
Q5.1	Overall Performance	95.0	89.2	93.5	97.3		96.8	90.0	83.7	90.2	1	100.0	89.2	91.9	90.9
Q2.2	Promptly Answering Your Call	100.0	93.3	87.5	96.7		92.6	91.7	92.1	94.3	1	100.0	90.6	91.2	93.3
Q2.3	Convenient Hours To Call	96.7	93.3	91.7	100.0		100.0	95.7	97.4	94.1		94.4	96.9	91.2	96.4
Q2.4	Ease Of Reaching Representative	96.7	93.3	87.0	93.8	4	96.3	95.8	92.1	94.3	1	100.0	86.7	90.9	96.6
Q2.5	Being Attentive To Your Needs	93.3	96.7	100.0	96.9		96.3	95.8	92.1	97.1] 1	100.0	96.8	100.0	96.7
Q2.6	Knowledge Of Products/Services	100.0	92,9	100.0	96.9		100.0	100.0	97.4	97.1] 1	100.0	93.3	100.0	100.0
Q2.7	Suggesting Svcs/Options To Meet Needs	96.6	88.9	100.0	90.6		100.0	100.0	100.0	97.1	1	100.0	93.3	93.9	100.0
Q2.8	Handling Call Efficiently	96.7	93.3	91.7	100.0	94.	92.6	95.8	92.1	97.1	a l 1	100.0	93.3	97.1	93.1
	Courtesy of the Representative	100.0		100.0	96.9		100.0	100.0	97.4	97.1	1	100.0	100.0	100.0	100.0
Q3.4	Promptness Of Arrival	96.6	91.7	95.0	96.2	l I	95.5	79.2	73.1	96.0	- 193 3	100.0	87.5	89.3	95.0
Q3.5	Confirmed Requested Work (Del 1/05)	100.0		100.0			85.0	87.0	88.0	95.8					- 1
1	Rate Tech Explanation Of Work (Eff.1/00)	100.0		-			100.0	94.4	100.0	100.0		95.2	100.0	100.0	100.0
Q4.0	Appointment That Met Needs (Eff 1/02)	96.7	87.0	90.0	96.0		95.2	83.3	80.0	96.0	1	100.0	83.3	96.4	90.0
Q4.1	Completed By Date Promised	95.0	91.9	90.3	86.5		90.3	83.3	86.0	85.4	C0033	100.0	93.9	93.9	86.2
*** ***	Informed On Status Of Request	92.3	91.2	80.8	86.1		93.1	92.9	83.3	84.2	8000	100.0	80.6	84.4	92.6
Q4.3	Work Done Correctly 1st Time	95.0	88.9	93.5	91.9		87.1	83.3	90.2	90.2]	96.2	89.2	88.9	81.8
4	Providing Clear Instructions	94.4	91.2	95.2	97.1		100.0	95.7	97.3	88.6		96.2	87.5	93.8	96.7
147.5	l Toviding Oreal matractions	37.7	31.2	30.Z	57.1		100.0	55.7	01.0	00.0		30. <u>2</u>	07.0	50.0	00.1
Į.	Questions With Small Sample Sizes	l					ĺ								1
02 11	Website providing needed info(eff 8/03)				100.0		ļ	100 n	100.0	100.0	1,	100.0		50.0	100.0
	Ease of placing order thru web(eff 8/03)	ļ			100.0			100.0		50.0	63.1	100.0		100.0	
	Time took to place web order (eff 8/03)	ļ			100.0		}	100.0		50.0	944	100.0		100.0	100.0
	Commitment That Met Needs (Eff 1/02)	80.0	84.6	81.8	81.8		990	100.0	64.7	87.5	8.50	100.0	90 N	100.0	88.9
Q4.4	Resolving Problems Quickly (Del 1/04)	0.0	66.7	50.0	33.3		00.9	100.0	04.7	07.3		100.0	30.0	100.0	00.5
19.00	THE WAY THE THE THE PARTY OF TH	0.0		30.0	00.0	1200			300 3444,000		arte. Mar outsi	C. C.A. 1980.2	NA C 100 ST 2000 S		
I described the			Crist Brillian					and the same of the same of		200	S 300	MS-1000 St. 2000 CT	2000 2000 2000	Clare to the Table	
											T	NC SE			
	Consumer Repair	1Q	2Q	3Q	4Q	200	1Q	2Q	3Q	4Q		1Q	2Q	3Q	4Q
Q5.1	Consumer Repair Overall Performance	83.7	86.3	71.9	88.7		1Q 89.6	2Q 87.5	3Q 82.1	4Q 85.0	1	1Q 87.8	92.2	85.6	81.7
Q5.1 Q2.10	Consumer Repair Overall Performance Explaining Steps to Correct Problem	83.7 90.9	86.3 90.6	71.9 79.7	88.7 98.4	186	1Q 89.6 100.0	2Q 87.5 96.9	3Q 82.1 100.0	4Q 85.0 97.1		1Q 87.8 97.0	92.2 100.0	85.6 95.1	81.7 100.0
Q5.1 Q2.10	Consumer Repair Overall Performance	83.7	86.3 90.6 93.1	71.9	88.7		1Q 89.6 100.0 74.0	2Q 87.5 96.9 85.5	3Q 82.1 100.0 75.0	4Q 85.0 97.1 82.5		1Q 87.8 97.0 80.9	92.2 100.0 72.0	85.6 95.1 69.5	81.7 100.0 76.9
Q5.1 Q2.10	Consumer Repair Overall Performance Explaining Steps to Correct Problem	83.7 90.9	86.3 90.6	71.9 79.7	88.7 98.4	a de la companya de l	1Q 89.6 100.0	2Q 87.5 96.9	3Q 82.1 100.0 75.0	4Q 85.0 97.1		1Q 87.8 97.0	92.2 100.0 72.0 96.0	85.6 95.1 69.5 94.8	81.7 100.0 76.9 96.4
Q5.1 Q2.10 Q2.2.1 Q2.6	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep	83.7 90.9 93.4	86.3 90.6 93.1	71.9 79.7 66.7	88.7 98.4 74.6		1Q 89.6 100.0 74.0	2Q 87.5 96.9 85.5	3Q 82.1 100.0 75.0	4Q 85.0 97.1 82.5		1Q 87.8 97.0 80.9 93.6 93.1	92.2 100.0 72.0 96.0 87.3	85.6 95.1 69.5 94.8 83.3	81.7 100.0 76.9 96.4 88.5
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call	83.7 90.9 93.4 93.4	86.3 90.6 93.1 95.5	71.9 79.7 66.7 86.6	88.7 98.4 74.6 98.4		1Q 89.6 100.0 74.0 100.0	2Q 87.5 96.9 85.5 94.6	3Q 82.1 100.0 75.0 95.8	4Q 85.0 97.1 82.5 100.0		1Q 87.8 97.0 80.9 93.6	92.2 100.0 72.0 96.0	85.6 95.1 69.5 94.8	81.7 100.0 76.9 96.4
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time	83.7 90.9 93.4 93.4 84.1	86.3 90.6 93.1 95.5 89.6	71.9 79.7 66.7 86.6 72.5	88.7 98.4 74.6 98.4 86.3		1Q 89.6 100.0 74.0 100.0 83.6	2Q 87.5 96.9 85.5 94.6 93.4	3Q 82.1 100.0 75.0 95.8 81.8	4Q 85.0 97.1 82.5 100.0 86.7		1Q 87.8 97.0 80.9 93.6 93.1	92.2 100.0 72.0 96.0 87.3	85.6 95.1 69.5 94.8 83.3	81.7 100.0 76.9 96.4 88.5 86.7
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival	83.7 90.9 93.4 93.4 84.1 84.8	86.3 90.6 93.1 95.5 89.6 92.3 95.6	71.9 79.7 66.7 86.6 72.5 81.5	88.7 98.4 74.6 98.4 86.3 90.4 94.1		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3	2Q 87.5 96.9 85.5 94.6 93.4 91.0	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5	4Q 85.0 97.1 82.5 100.0 86.7 94.2		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9	92.2 100.0 72.0 96.0 87.3 88.3 98.8	85.6 95.1 69.5 94.8 83.3 91.4	81.7 100.0 76.9 96.4 88.5 86.7 100.0
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem	83.7 90.9 93.4 93.4 84.1 84.8 92.2	86.3 90.6 93.1 95.5 89.6 92.3 95.6	71.9 79.7 66.7 86.6 72.5 81.5 95.5	88.7 98.4 74.6 98.4 86.3 90.4 94.1		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9	92.2 100.0 72.0 96.0 87.3 88.3 98.8	85.6 95.1 69.5 94.8 83.3 91.4 96.4	81.7 100.0 76.9 96.4 88.5 86.7 100.0
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work	83.7 90.9 93.4 93.4 84.1 84.8 92.2 98.1	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9	92.2 100.0 72.0 96.0 87.3 88.3 98.8	85.6 95.1 69.5 94.8 83.3 91.4 96.4	81.7 100.0 76.9 96.4 88.5 86.7 100.0
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0 Q4.0.1	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02)	83.7 90.9 93.4 93.4 84.1 84.8 92.2 98.1 84.3 86.0	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9	92.2 100.0 72.0 96.0 87.3 88.3 98.8	85.6 95.1 69.5 94.8 83.3 91.4 96.4	81.7 100.0 76.9 96.4 88.5 86.7 100.0
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0 Q4.0.1	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02)	83.7 90.9 93.4 93.4 84.1 84.8 92.2 98.1 84.3 86.0	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0	85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0	81.7 100.0 76.9 96.4 88.5 86.7 100.0
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0 Q4.0.1	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Ability to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04)	83.7 90.9 93.4 93.4 84.1 84.8 92.2 98.1 84.3 86.0	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0	85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0 Q4.0.1 Q4.0.5 Q4.1	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress	83.7 90.9 93.4 93.4 84.1 84.8 92.2 98.1 84.3 86.0	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0.1 Q4.0.5 Q4.0.1 Q4.2	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem	83.7 90.9 93.4 93.4 84.1 84.8 92.2 98.1 84.3 86.0)	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8	88.7' 98.4' 74.6' 98.4' 86.3' 90.4' 94.1' 100.0' 83.0' 81.2' 80.9' 82.6'		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0 83.8 85.2 84.8	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0 84.4 86.0 80.8	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0 73.3 83.0 81.1	85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4 78.9 87.0 80.4		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5 85.6	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0 80.5 87.2 87.0	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0 77.1 84.2 82.1	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0 73.5 85.1 78.9
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0 Q4.0.1 Q4.0.5 Q4.1 Q4.2 Q4.3	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04 Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time	83.7 90.9 93.4 84.1 84.8 92.2 98.1 84.3 86.0) 81.7 80.8 84.7	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3 80.0 81.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2 80.9 82.6 90.3		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0 84.4 86.0 80.8 89.0	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0 73.3 83.0 81.1 86.1	85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4 78.9 87.0 80.4 86.7		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5 85.6 89.2	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0 80.5 87.2 87.0 93.0	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0 77.1 84.2 82.1 87.5	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0 73.5 85.1 78.9 89.0
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0.1 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04 Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time	83.7 90.9 93.4 84.1 84.8 92.2 98.1 84.3 86.0) 81.7 80.8 84.7	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3 80.0 81.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2 80.9 82.6 90.3		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0 83.8 85.2 84.8 90.9 83.1	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0 84.4 86.0 80.8 89.0 85.3	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0 73.3 83.0 81.1 86.1 89.7	85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4 78.9 87.0 80.4 86.7 80.6		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5 85.6 89.2 80.2	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0 80.5 87.2 87.0 93.0 91.9	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0 77.1 84.2 82.1 87.5 85.7	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0 73.5 85.1 78.9 89.0 93.2
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0.1 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04)	83.7 90.9 93.4 84.1 84.8 92.2 98.1 84.3 86.0) 81.7 80.8 84.7	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3 80.0 81.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2 80.9 82.6 90.3		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0 83.8 85.2 84.8 90.9 83.1	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0 84.4 86.0 80.8 89.0 85.3	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0 73.3 83.0 81.1 86.1 89.7	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4 78.9 87.0 80.4 86.7 80.6		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5 85.6 89.2 80.2	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0 80.5 87.2 87.0 93.0 91.9	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0 77.1 84.2 82.1 87.5 85.7	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0 73.5 85.1 78.9 89.0 93.2
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0.1 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Ability to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04 Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04)	83.7 90.9 93.4 84.1 84.8 92.2 98.1 84.3 86.0) 81.7 80.8 84.7	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3 80.0 81.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2 80.9 82.6 90.3		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0 83.8 85.2 84.8 90.9 83.1	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0 84.4 86.0 80.8 89.0 85.3	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0 73.3 83.0 81.1 86.1 89.7	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4 78.9 87.0 80.4 86.7 80.6		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5 85.6 89.2 80.2	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0 80.5 87.2 87.0 93.0 91.9	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0 77.1 84.2 82.1 87.5 85.7	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0 73.5 85.1 78.9 89.0 93.2
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.5 Q3.7.1 Q4.0.1 Q4.0.1 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4 Q1.4 Q1.5 Q1.6	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04) Ease to Report Prob Online (Add 1/04)	83.7 90.9 93.4 84.1 84.8 92.2 98.1 84.3 86.0) 81.7 80.8 84.7	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3 80.0 81.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2 80.9 82.6 90.3		1Q 89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0 83.8 85.2 84.8 90.9 83.1	2Q 87.5 96.9 85.5 94.6 91.0 97.4 100.0 84.4 86.0 80.8 89.0 85.3	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0 73.3 83.0 81.1 86.1 89.7	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4 78.9 87.0 80.4 86.7 80.6		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5 85.6 89.2 80.2	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0 80.5 87.2 87.0 93.0 91.9	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0 77.1 84.2 82.1 87.5 85.7	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0 73.5 85.1 78.9 89.0 93.2
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.4 Q3.5 Q3.7.1 Q4.0.1 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4 Q1.5 Q1.4 Q1.5 Q1.6 Q1.7	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04) Website Provide Infomation (Add 1/04)	83.7 90.9 93.4 93.4 84.1 84.8 92.2 98.1 84.3 86.0) 81.7 80.8 84.7 83.7	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3 80.0 81.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8 67.5 74.2 82.6 88.2	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2 80.9 82.6 90.3 89.2		89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0 83.8 85.2 84.8 90.9 83.1	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0 84.4 86.0 80.8 89.0 85.3	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0 73.3 83.0 81.1 86.1 89.7	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4 78.9 87.0 80.4 86.7 80.6 100.0		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5 85.6 89.2 80.2	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0 80.5 87.2 87.0 93.0 91.9	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0 77.1 84.2 82.1 87.5 85.7	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0 73.5 85.1 78.9 89.0 93.2
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.4 Q3.5 Q3.7.1 Q4.0.1 Q4.0.1 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4 Q1.5 Q1.6 Q1.7 Q2.3	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04) Ease to Report Prob Online (Add 1/04) Website Provide Infomation (Add 1/04) Ease of Reaching Repair/Automated System	83.7 90.9 93.4 93.4 84.1 84.8 92.2 98.1 84.3 86.0) 81.7 80.8 84.7 83.7	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3 80.0 81.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8 67.5 74.2 82.6 88.2	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2 80.9 82.6 90.3 89.2		89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0 83.8 85.2 84.8 90.9 83.1	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0 84.4 86.0 80.8 89.0 85.3 100.0 66.7 66.7 100.0 72.0	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0 73.3 83.0 81.1 86.1 89.7	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4 78.9 87.0 80.4 86.7 80.6 100.0 100.0 100.0 100.0 100.0 83.3		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5 85.6 89.2 80.2	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0 80.5 87.2 87.0 93.0 91.9	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0 77.1 84.2 82.1 87.5 85.7 100.0 100.0 100.0 75.0	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0 73.5 85.1 78.9 89.0 93.2
Q5.1 Q2.10 Q2.2.1 Q2.6 Q3.3.b Q3.7.1 Q4.0.1 Q4.0.1 Q4.0.5 Q4.1 Q4.2 Q4.3 Q4.4 Q1.5 Q1.4 Q1.5 Q1.6 Q1.7	Consumer Repair Overall Performance Explaining Steps to Correct Problem Ease of Reaching Verizon Rep Helpfulness of Person Who Took Call Convenience of Arrival Time Promptness of Arrival Abliity to Fix Problem Rate Tech Explanation of Work Priority Of Scheduling Work (Eff 1/02) Appointment That Met Needs (Eff 1/02) Convenience of Date/TimeFrame (Add 1/04) Keeping Informed of Progress Speed in Correcting Problem Correcting Problem When Promised Fixing Problem Correctly the First Time Questions With Small Sample Sizes Website Providing Instruction (Add 1/04) Time to Report Prob Online (Add 1/04) Website Provide Infomation (Add 1/04)	83.7 90.9 93.4 93.4 84.1 84.8 92.2 98.1 84.3 86.0) 81.7 80.8 84.7 83.7	86.3 90.6 93.1 95.5 89.6 92.3 95.6 100.0 83.8 86.3 80.0 81.0 83.8	71.9 79.7 66.7 86.6 72.5 81.5 95.5 98.3 72.8 67.8 67.5 74.2 82.6 88.2	88.7 98.4 74.6 98.4 86.3 90.4 94.1 100.0 83.0 81.2 80.9 82.6 90.3 89.2		89.6 100.0 74.0 100.0 83.6 90.6 95.3 100.0 83.8 85.2 84.8 90.9 83.1	2Q 87.5 96.9 85.5 94.6 93.4 91.0 97.4 100.0 84.4 86.0 80.8 89.0 85.3	3Q 82.1 100.0 75.0 95.8 81.8 84.6 97.5 100.0 73.3 83.0 81.1 86.1 89.7	4Q 85.0 97.1 82.5 100.0 86.7 94.2 86.8 98.4 78.9 87.0 80.4 86.7 80.6 100.0		1Q 87.8 97.0 80.9 93.6 93.1 94.3 95.9 98.4 88.7 89.5 85.6 89.2 80.2	92.2 100.0 72.0 96.0 87.3 88.3 98.8 100.0 80.5 87.2 87.0 93.0 91.9	85.6 95.1 69.5 94.8 83.3 91.4 96.4 100.0 77.1 84.2 82.1 87.5 85.7	81.7 100.0 76.9 96.4 88.5 86.7 100.0 100.0 73.5 85.1 78.9 89.0 93.2

NEW HAMPSHIRE PREM CCI RESULTS - BUSINESS PROVISIONING & REPAIR

													
	 Business - Provisioning	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
Q5.1	Overall Performance	94.9	95.4	82.5	92.9	91.3	91.3	92.5	93.5	93.3	94.7	90.5	96.1
Q2.2	Promptly Answering Your Call	95.6	95.7	78.9	92.3	13	100.0	95.5	96.2	94.9	94.1	91.7	96.0
Q2.3	Ease Of Reaching Representative	91.3	93.6	86.0	92.3	94.0	85.7	93.2	94.2	93.3	92.2	88.3	85.7
Q2.4	Level Of Attention Shown	i	100.0	89.5	97.4	96.0	96.4	93.2	96.2	100.0	96.1	93.3	98.0
Q2.5	Knowledge Of Products/Services	100.0	95.7	96.3	100.0	95.7	98.1	93.0	100.0	98.2	98.0	96.5	98.0
Q2.6	Suggesting Svcs/Options To Meet Needs	100.0	95.5		100.0	95.7	96.3	95.2	95.9	100.0	93.9	94.5	95.8
Q3.4	Promptness of Arrival	89.4	96.2	92.6	93.8	89.7	92.8	93.4	94.0	98.5		93.0	95.7
Q3.5	Confirmed Requested Work (Del 1/05)	1	100.0	93.9	91.8	98.2	95.5	98.3	95.3	1			
Q3.6	Sensitive to Business Needs	97.8	98.1	98.5	95.7	96.5	95.6	95.0	97.0	100.0	96.9	100.0	98.6
	Rate Tech Explanation Of Work (Eff.1/00)			100.0	1008	100.0	98.4		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	100.0	98.3		
	Appointment That Met Needs (Eff 1/02)	89.4	90.4	82.1	90.0	84.5	94.0	86.9	92.6	98.5	95.4	85.9	94.2
Q4.1	Completed By Date Promised	88.1	93.8	83.5	92.7	89.9	90.0	86.6	89.6	93.2	94.5	93.7	96.0
	Informed On Status Of Request	85.2	93.1	76.7	89.8	83.3	87.3		91.8	94.4	94.2	85.7	93.1
Q4.3	Work Done Correctly 1st Time	89.8	93.8	88.3	89.3	92.5	88.6		87.0	90.4	90.7	89.3	88.0
	Providing Clear Instructions	94.0	92.9	95.5	93.6	92.0	87.1	95.2	93.9	96.6	96.9	95.8	95.1
Q-1.0	Toviding Olear mandenona	34.0	32.3	33.3	33.0	32.0	01.1	00.L	30.5	30.0	00.0	00.0	00.1
	Questions With Small Sample Sizes)											
Q4.0.1	Commitment That Met Needs (Eff 1/02)	83.3	91.7	81.8	100.0	ana	100.0	100.0	100.0	875	100.0	100.0	85.7
	Resolving Problems Quickly (Del 1/04)	40.0	50.0	22.2	66.7	30.9	100.0	100.0	100.0	07.3	100.0	100.0	00.1
Q. 1. 1	resolving i robe, no adiatily (ber 1704)		30.0			1 65 90 8 3					2. 190 bû	24.883 A.S.	
			<u> </u>				30 A COM			l			
	Business Repair	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q
	Overall Performance	91.3	88.5	88.7	89.6	92.4	91.2	93.4	95.1	92.4	94.1	89.2	89.7
	Explaining Steps to Correct Problem	92.3	98.8	93.2	98.6	100.0	100.0	96.4	97.7	100.0	97.2		97.8
	Ease of Reaching Verizon Rep	97.5	94.1	75.9	94.5	93.2	91.2	92.7	88.4	88.1	72.4	83.3	78.8
	Helpfulness of Person Who Took Call	98.8	97.6	94.8	97.3	98.6	97.5	97.6	98.6	97.0	93.1	90.7	93.8
	Convenience of Tech's Arrival (Add 1/04)			•		95.7	94.3	96.0	96.2	95.9	100.0	96.8	96.0
Q3.4	Promptness of Arrival	92.9	95.6	95.9	90.4	90.9	94.3	97.0	98.7	93.8	98.9	95.7	93.9
Q3.5	Sensitive to Business Needs	98.8	96.7	95.8	96.3	98.9	96.6	99.0	98.7	97.8	97.8	100.0	98.0
	Rate Tech Explanation of Work	100.0	100.0	97.6	100.0	100.0	97.0	98.7	100.0	98.8	100.0	100.0	98.7
	Priority Of Scheduling Work (Eff 1/02)	87.4	91.8	92.9	89.2	}							
Q4.0.1	Appointment That Met Needs (Eff 1/02)	90.1	92.8	93.8	88.6				9				
Q4.0.5	Convenience of Date/TimeFrame (Add 1/04)	1			4.00	94.1	89.0	97.6	88.1	89.4	94.3	89.6	87.8
Q4.1	Speed in Correcting Problem	82.2	88.0	89.3	89.1	90.1	86.5	93.2	94.1	89.5	92.3	88.9	86.0
	Keeping Informed of Progress	90.7	88.3	84.8	88.0	93.5	90.3	92.4	94.3	89.8	90.5	89.0	88.5
	Fixing Problem Correctly the First Time	84.8	89.6	86.1	92.2	82.8	84.9	90.3	89.6	87.0	90.0	88.6	84.5
Q4.5	Correcting Problem When Promised	86.9	90.5	92.7	91.1	91.8	89.8	97.4	96.9	94.6	94.0	88.7	90.0
		İ							[* .				
	Questions With Small Sample Sizes)				1							
Q1.4	Website Providing Instruction (Add 1/04)				100		100.0		1				100.0
Q1.5	Time to Report Prob Online (Add 1/04)	l			40 4	1	100.0						100.0
Q1.6	Ease to Report Prob Online (Add 1/04)	(1	100.0			l			100.0
		I					100.0		la de	1			100.0
Q1.7	Website Provide Infomation (Add 1/04)	i			600.50					3			
Q1.7	Website Provide Infomation (Add 1/04) Ease of Reaching Repair/Automated System					100.0		100.0	100.0	85.7	97.1	88.5	85.7
Q1.7 Q2.3 Q2.5		50.0	40.0	21.4	42.9	100.0 100.0	80.0	100.0 100.0	1.0000000	85.7 76.2		88.5 80.8	85.7 85.7

